



STATE OF HAWAII
DEPARTMENT OF HEALTH
CHILD AND ADOLESCENT MENTAL HEALTH DIVISION
3627 KILAUEA AVENUE, ROOM 101
HONOLULU, HAWAII 96816

In reply, please refer to:
File:

August 28, 2020

Dear Youth and Families,

Subject: Updates to CAMHD O'ahu Operations Considering COVID-19

Your health and safety are very important to us! We plan to continue to serve you without a break in service while complying with the new City and County of Honolulu Stay at Home/Work from Home Orders. **Each of us plays a role in being ready and to prevent the spread of illness and we want to let you know about some changes that you can expect:**

1. Effective today until at least September 9, 2020, if you receive services through an O'ahu office, your care coordinator is working outside of the office. Please continue to contact them via phone and email or call the main line of your Family Guidance Center. We will still be accepting faxes and regular mail but might be slightly slower to respond in this season.
2. Our O'ahu offices are open for scheduled appointments only. If you are scheduled for a meeting at our office, we will call to remind you of the meeting and ask you to reschedule if you or someone in your household: (a) have tested positive for COVID-19, (b) have been exposed to a person with COVID-19, (c) are awaiting results of a COVID-19 test, (d) have been in close physical contact with someone with COVID-19, or (e) have had flu like symptoms in the last 48 hours (fever, chills, body aches, overall soreness, fatigue/tiredness, headache, cough, shortness of breath, new onset decreased sense of taste or smell, congestion, runny nose, sore throat, nausea, vomiting, or diarrhea). We will assist those callers by rescheduling appointments as soon as possible.
3. You will still receive medication refills and telehealth sessions. Please contact your Family Guidance Center or care coordinator for more information.
4. We will continue to work to hold all meetings by phone or video conference. Your care coordinator can work with you to figure out the best way for you to join meetings.
5. We will continue to authorize and encourage therapists to use telehealth for treatment services (if it works for you).
6. All youth and family air travel are primarily limited to admission and discharge from programs. That said, we are considering therapeutic passes on a case by case basis. Please contact the Clinical Services Office with questions.

7. Residential programs have developed their own excellent procedures to keep you and your family safe. Please contact them if you have questions about their program changes.

We also wanted to share a few other helpful resources:

Department of Health's issues and advisories for COVID-19: <https://hawaiicovid19.com/>

1. Child and Adolescent Mental Health Division's (Social Media: @CAMHDAHAWAII) COVID-19 Updates for Families: <https://health.hawaii.gov/camhd/covid-19-updates/>
2. Behavioral Health and Homelessness Statewide Unified Response Group (Social Media: @BHHSURG) resources for clients and consumers: <https://health.hawaii.gov/bhhsurg/everyday-prevention/>

We are committed to ensuring that you continue to receive quality services. Please talk to your care coordinator if you have questions or concerns. Thank you so much for your partnership with us in this season.

Sincerely,



Scott Shimabukuro, Ph.D., ABPP
Acting Administrator, Child and Adolescent Mental Health Division
State of Hawaii, Department of Health

FAMILY GUIDANCE CENTER AND BRANCH CONTACT INFORMATION:

OAHU

Honolulu (808) 733-9393
Central-Kaneohe (808) 233-3770
Central-Pearl City (808) 453-5900
Leeward (808) 692-7700

FAMILY COURT LIAISON BRANCH

(808) 266-9922

HAWAII ISLAND

Hilo (808) 933-0610
Kona (808) 322-1534
Waimea (808) 887-8100

KAUAI

(808) 274-3883

MAUI COUNTY

Wailuku (808) 243-1252
Lahaina (808) 662-4045
Lanai (808) 264-5423
Molokai (808) 553-7878